

Amber Simpson, Human Resources Support Apprentice City of York Council

Training Provider: Bespoke Professional Development and Training Ltd

I am a practical learner and understand things better when I can relate to an activity or conversation. For this reason, I decided an apprenticeship was the route for me. I found my job on the City of York Council website in June 2019.

In my first year I completed placements in each of the HR Teams. Currently, I look after the HR COVID mailbox, contacting employees that are isolating to conduct a wellbeing check. I also support the Head of HR and the wider team with a range of admin tasks including collating information for the Corporate Management Team, restructure and critical worker letter summaries, as well as taking minutes for key meetings.

Coming into my apprenticeship I wasn't sure what direction I wanted to take. The training, working alongside HR professionals and the variation of my role has allowed me to see the importance of HR and its role in an organisation. It has given me an understanding of how decisions are made, while also giving me the knowledge to have my own opinions. It has also helped me understand the specialist routes I could take in the future.



In terms of personal development, I have grown in confidence significantly, both in how I work with colleagues and the standard of my work. Due to the complex and confidential nature of HR work, I found it daunting at first. I'm improving my telephone skills; being empathetic with staff, while challenging if necessary and providing the relevant advice.

It may be daunting to choose a different path when all your friends are going to university – but **do what's best for you**. Ask as many questions as you can and remember you may be new to a working environment, so you're not expected to perform like you've worked there forever. After I complete my apprenticeship I plan to take on a professional HR role and continue to build on my HR knowledge and personal development.

Amber previously attended All Saints School.